



## FAQS

IF YOU CAN'T FIND WHAT YOU'RE LOOKING FOR IN OUR FAQ, DROP US AN EMAIL  
AT [HOLA@CARACARAINN.COM](mailto:HOLA@CARACARAINN.COM) OR CALL US AT (+62)361 474 4888

### IS CARA CARA NEAR THE BEACH / EATERIES / SHOPPING?

Yes! Cara Cara is in the heart of Kuta, less than a minute walk from Bali's plentiful cafes and shopping streets. It is 400m from the famous Kuta Beach.

### WHY BOOK ON [WWW.CARACARAINN.COM](http://WWW.CARACARAINN.COM)?

Book directly via our website for best prices & promo deals!

### WHAT TIME IS CHECK-IN & CHECK-OUT?

Check-in: 2pm. Check-out: 12pm.

### EARLY CHECK-IN?

Subject to availability

### LATE CHECK-OUT?

Subject to availability & fees apply.

<2pm: 25% of best available rate

2pm - 6pm: 50% of best available rate

>6pm: 100% of best available rate

[WWW.CARACARAINN.COM](http://WWW.CARACARAINN.COM)

## IS THERE FREE WIFI?

Yes – for all guests.

## IS BREAKFAST INCLUDED?

Yes, breakfast is included for all bookings. Breakfast hours: 6:30am – 10:30am (self-service).

Breakfast vouchers will be given to you upon check-in for daily redemption. Guests will enjoy a choice of 3 Breakfast Set Options. If the choice of breakfast is not indicated by 6pm daily, International meal set option will be served by default.

## WHAT ARE THE OPENING HOURS?

Front Desk: 24/7

Breakfast: 6:30am – 10:30am

Pool: 6am – 10pm (pool towels available at Front Desk)

Opeum Den Cafe & Bar: 12pm – 10:30pm

BBQ: 10am – 10pm (24 hours advance booking required)

Pantry: 24/7

Laundromat: 24/7

Shower Facilities: 24/7

The Nook: 24/7 (please keep volume down)

Drinks Purchase: Soft drinks/beer/water can be purchased at the Pop Up Bar 24/7

## WHAT AMENITIES ARE INCLUDED IN MY ROOM?

All rooms come with complimentary wifi, air-conditioning, linen, housekeeping, toothbrush & towel, soap/shampoo, hairdryer, safe. Please refer to <http://www.caracarainn.com/stay> for a detailed description of the amenities included for your room type.

## CAN I STORE MY LUGGAGE AFTER CHECK-OUT?

Yes. Please approach front desk for storage facilities before your flight.

## I LEFT ITEMS AT CARA CARA BY ACCIDENT. CAN YOU MAIL BACK?

All items found will be placed at Lost & Found. Guest will incur any mailing charges if required.

## WHAT IS THE SMOKING POLICY?

All rooms at Cara Cara are strictly non-smoking. You may smoke at the designated alfresco areas on each floor.

## I HAVE A LATE FLIGHT TO CATCH. CAN I TAKE A SHOWER AFTER CHECK-OUT?

Yes, there are shower facilities for your use after check-out. So you can still head to the beach after check-out or chill out at Cara Cara before your flight!

## IS THERE A SAFE FOR EVERY ROOM?

Yes.

## CAN I DO LAUNDRY AT CARA CARA?

Yes, we have a self-service laundromat & ironing board/iron available. Purchase a laundry token & laundry bag at the front desk for Rp. 30,000.

## HOW DO I BOOK YOUR BBQ PITS?

Book at the front desk 24 hours in advance. Opening Hours: 10am – 10pm

## CAN I REQUEST FOR AN EXTRA BED IN MY ROOM?

A fulton mattress can be added for an extra person/child for selected room types (please refer to <http://www.caracarainn.com/stay>). This is chargeable at Rp. 150,000 per person per night.

## CAN I REQUEST FOR A BABY COT IN MY ROOM?

Baby Cots are not available at Cara Cara. Our rooms and common area may not be baby/toddler-friendly. Please book at your own risk.

## IF I AM NOT AN IN-HOUSE GUEST AT CARA CARA INN, IS IT POSSIBLE TO USE ITS FACILITIES?

Opeum Den is open to walk-in customers.

For usage of Pool or other facilities, customers must have a minimum spend of Rp. 200,000 on F&B for each person.

All are welcome to book Cara Cara's BBQ Cook-Out package, but do note that priority will be given to Cara Cara Inn guests.

## WHERE CAN I PARK MY CAR/MOTORCYCLE DURING MY STAY?

We do not have parking facilities available at Cara Cara. If needed, you can park nearby at Kuta Square Mall.

## CAN I BOOK ANY OF THE FACILITIES FOR AN EVENT OR PRIVATE GATHERING?

Please write in to [marketing@caracarainn.com](mailto:marketing@caracarainn.com).

## CAN I BOOK ANY OF THE SPACES AT CARA CARA FOR A PHOTOSHOOT?

Commercial photoshoots are not allowed at Cara Cara unless authorized by the management. Please write in to [marketing@caracarainn.com](mailto:marketing@caracarainn.com).

## WHERE CAN I SEE MORE OF #CARACARALIFE?

@CARACARAINN (Instagram) & Cara Cara Inn (Facebook)

## WHAT IS THE CANCELLATION POLICY?

### Individual Bookings (<5 rooms)

The charge will be applied on guaranteed room(s), F&B, or other inquiry (if any) as per the Booking Confirmation.

> 72 Hours (of arrival date): Free Cancellation

≤ 72 Hours (of arrival date): One Night Charge

No Show: 100% Full Charge

### Group Bookings (≥5 rooms)

The charge will be applied on Guaranteed Rooms, F&B, or other inquiry (if any) as stated on Guarantee or Booking Letter signed by the authorized person.

Group Deposit of 35% of booking applies. All deposits are non-refundable. The balance 65% payment must be made upon arrival (before check-in).

> 14 Days (of arrival date): Free Cancellation

≤ 14 days (of arrival date): 35% Group Deposit forfeited.

No Show: 100% Full Charge





## HOUSE RULES

### PLEASE NOTE THESE HOUSE RULES BEFORE PROCEEDING WITH YOUR BOOKING.

All Cara Cara rooms are strictly non-smoking. Please smoke only at designated outdoor areas in the hotel.

- Drugs/contraband/illegal substances/animals/durian are prohibited.
- Please be considerate to fellow guests – no rowdy parties or loud music between 10pm – 8am.
- Please dispose of all trash & chewing gum appropriately
- Do not leave valuables unattended & take care of Cara Cara Room Key
- Relevant fines will be imposed for:
  - Lost Room Key Card: Rp. 200,000
  - Lost Pool Towel: Rp. 200,000
  - Lost Room Towel: Rp. 100,000
  - Stained Bedsheet: Rp. 100,000
  - Smoking in non-designated areas: Rp. 1,000,000
  - Littering, pets, durians, improper chewing gum disposal: Rp. 500,000
  - Vandalism/damage to hotel property: As per hotel's assessment

### DISCLAIMERS:

Please note these Disclaimers before proceeding with your booking.

- Cara Cara reserves the right to request rowdy guests to leave the premises
- Cara Cara is not liable for any loss, damage, or theft of property on premises
- Cara Cara is not liable for any accidents, fall, or loss suffered on premises